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(54) **VIRTUALIZED MAGNETIC PLAYER CARD**

(71) Applicant: **IGT, Las Vegas, NV (US)**

(72) Inventors: **Miles M. Patceg, Las Vegas, NV (US);
Reuven Somberg, Las Vegas, NV (US)**

(73) Assignee: **IGT, Las Vegas, NV (US)**

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(58) **Field of Classification Search**

None

See application file for complete search history.

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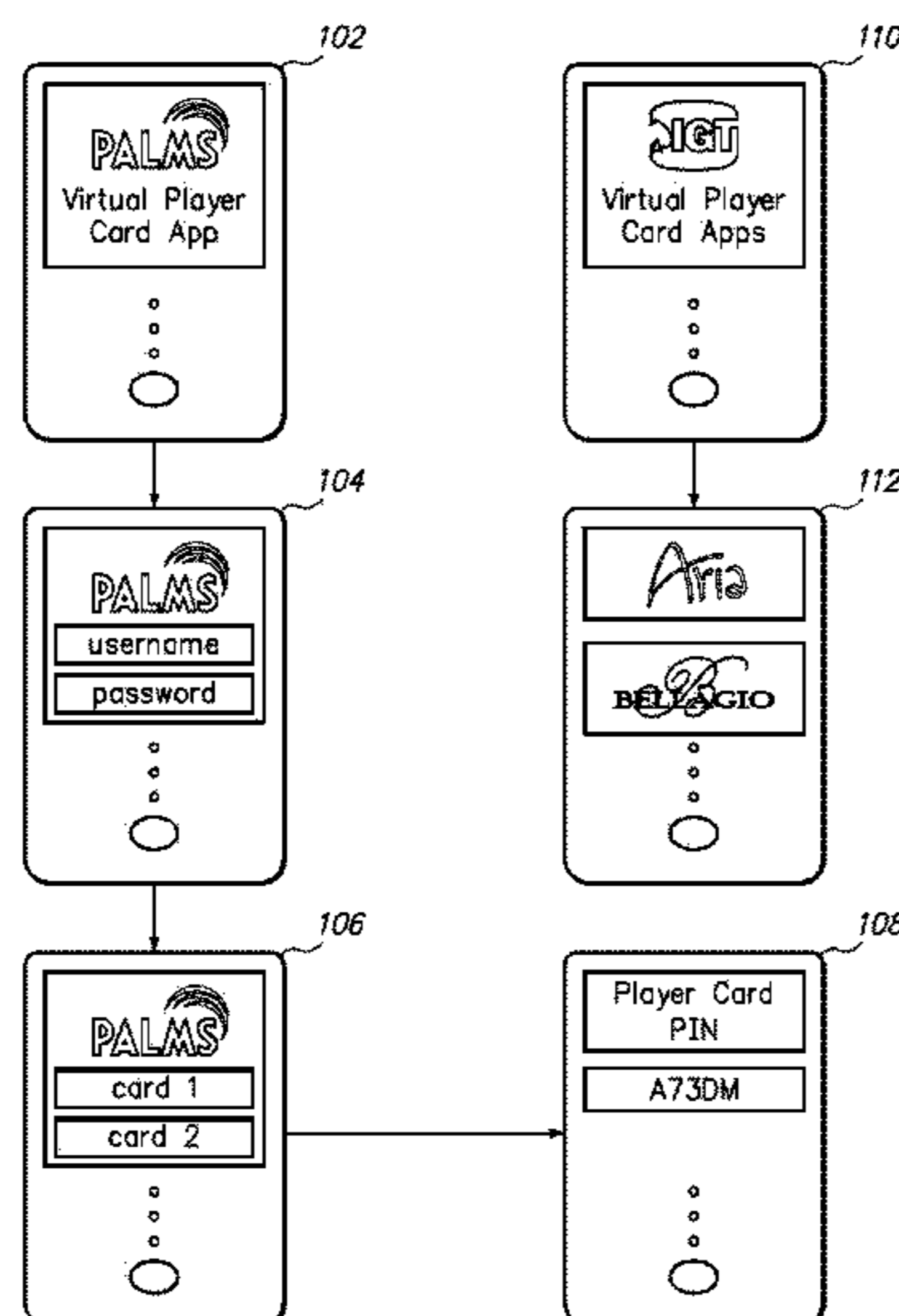
Primary Examiner — Jay Trent Liddle

(74) *Attorney, Agent, or Firm* — Neal, Gerber & Eisenberg LLP

(57) **ABSTRACT**

A method of implementing a player tracking system in a gaming network includes receiving a virtual player tracking card identifier and a virtual player tracking card password; authenticating the identifier and the password; receiving a virtual player tracking card PIN, identifying a gaming machine that transmitted the virtual player tracking card PIN, and crediting an account associated with the virtual player tracking card PIN based on game play on the gaming machine.

20 Claims, 6 Drawing Sheets



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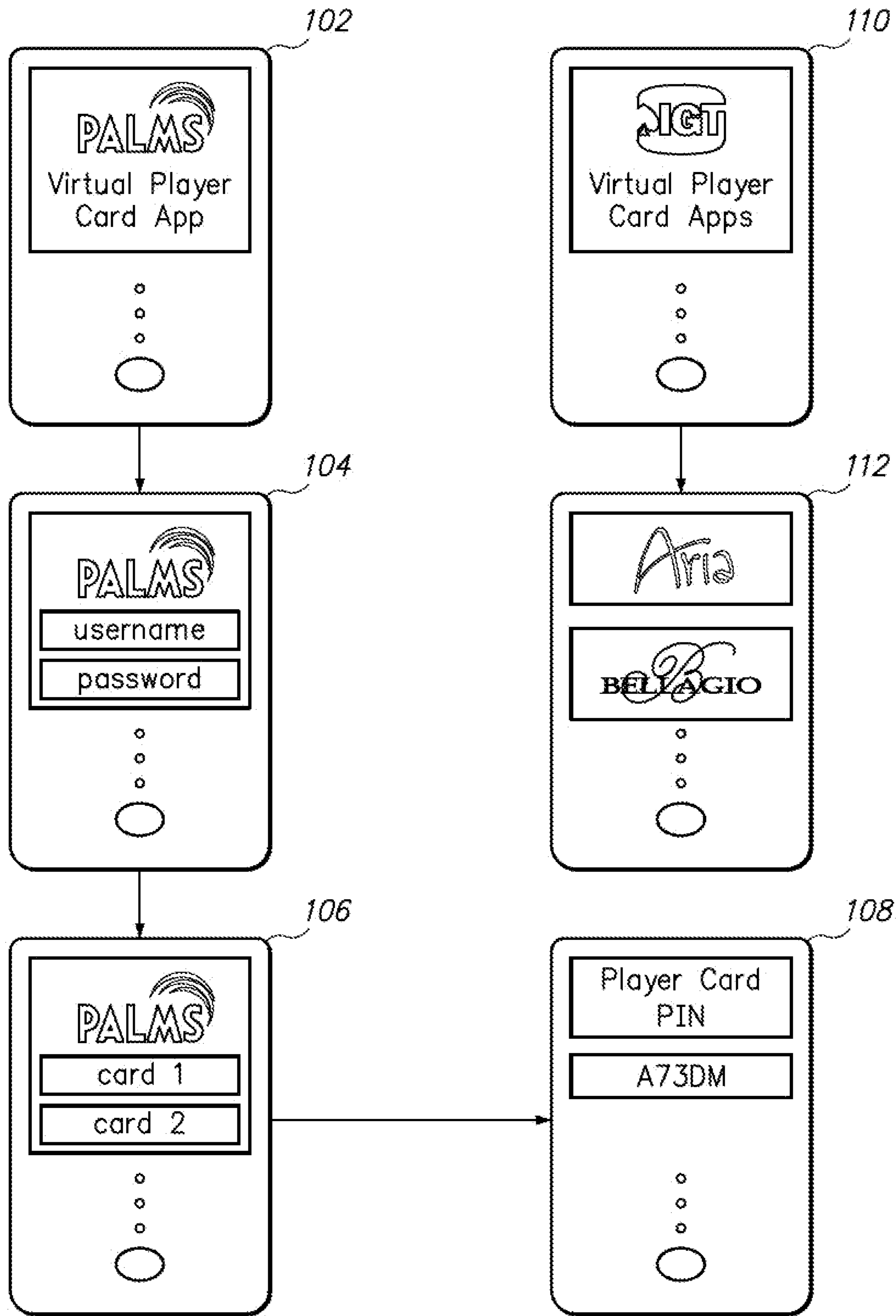


FIG. 1

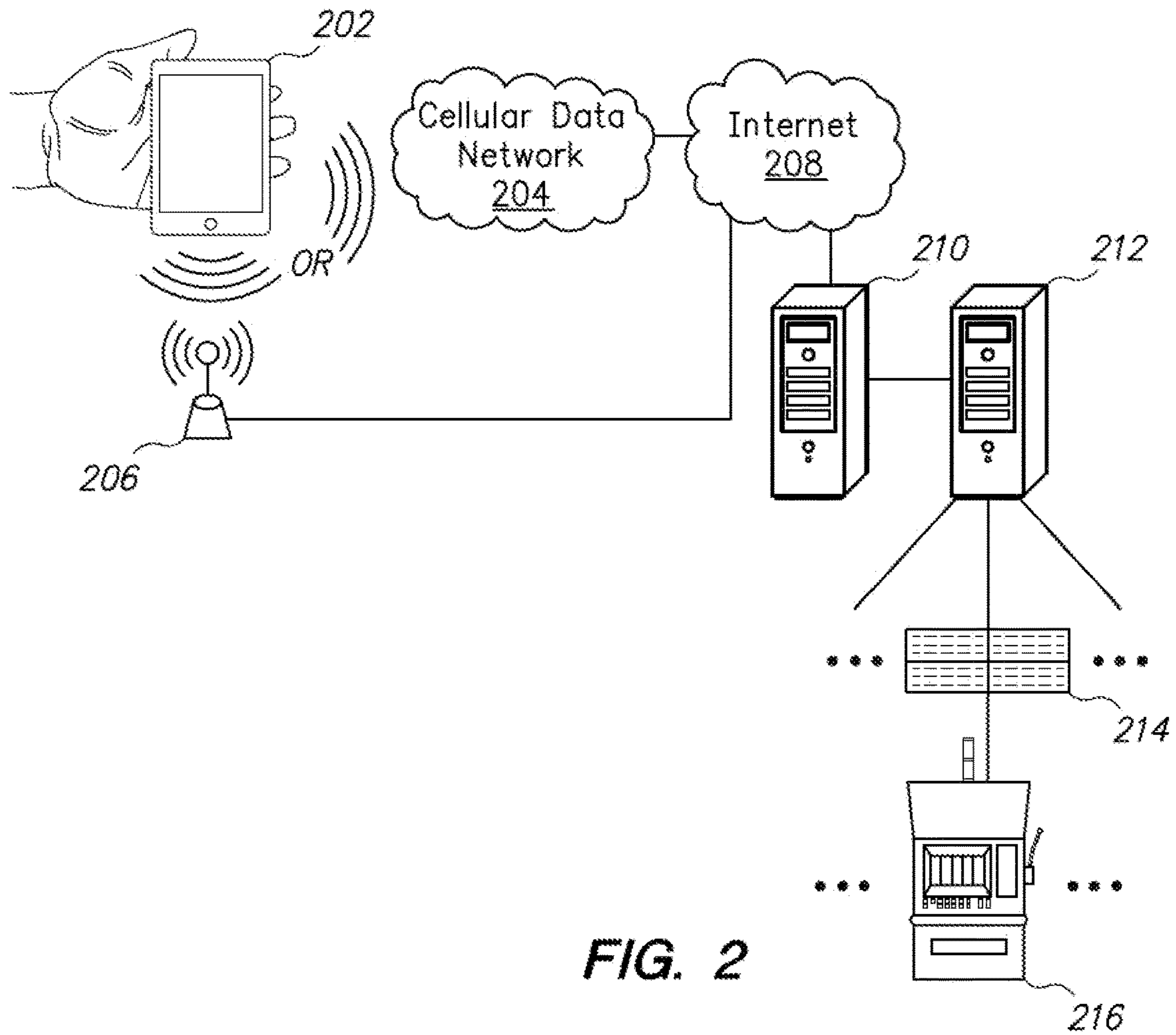


FIG. 2

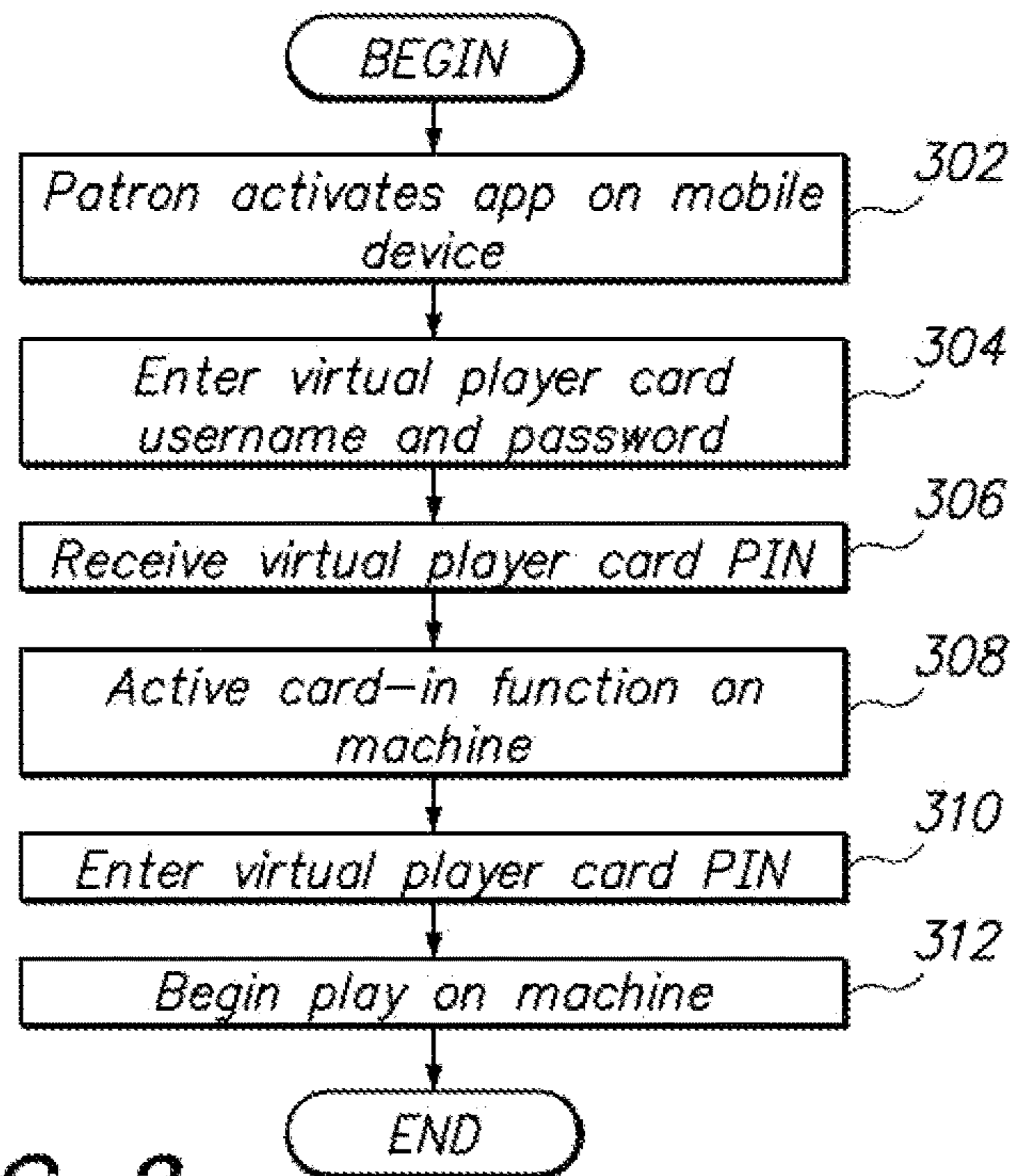


FIG. 3

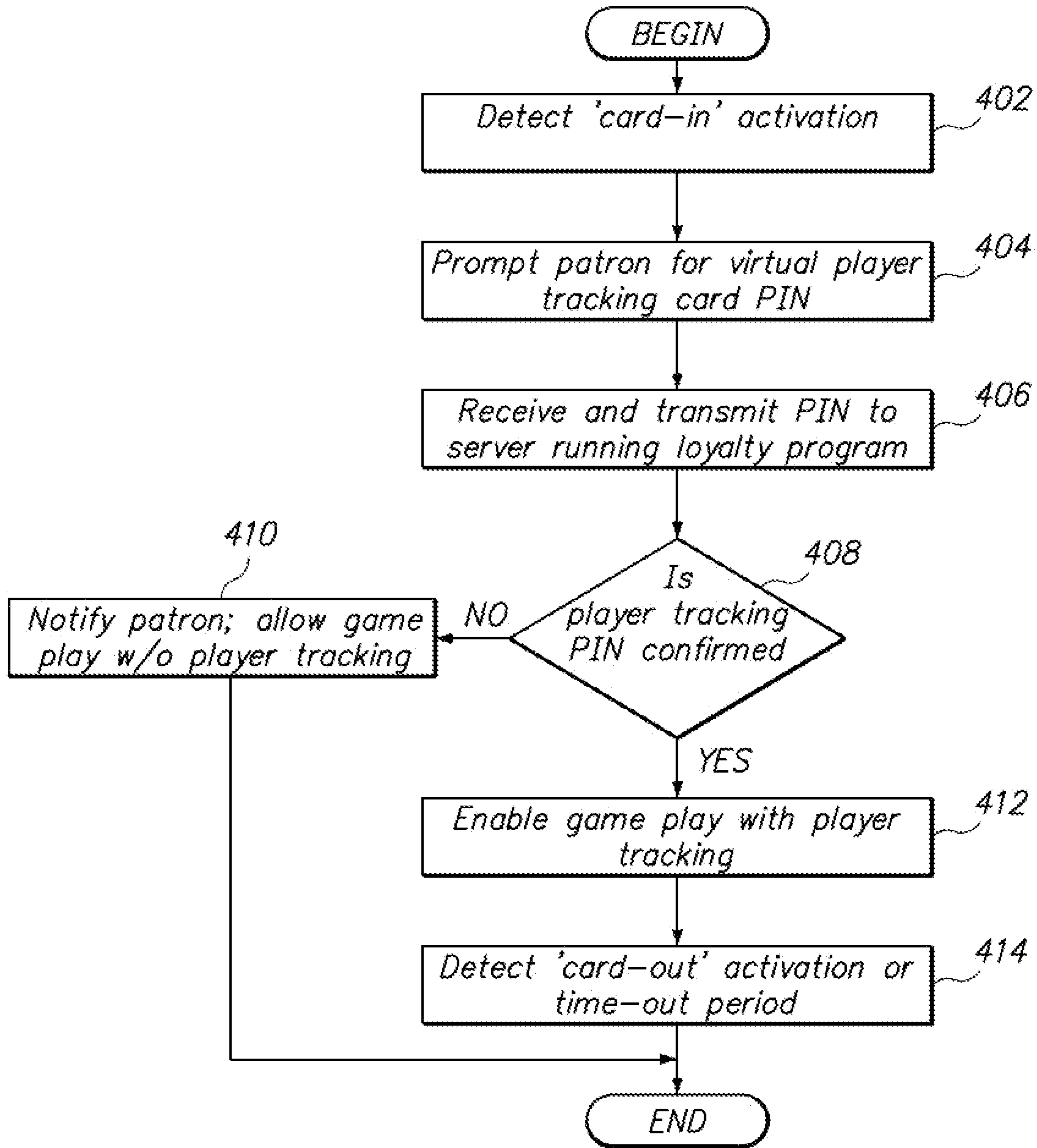


FIG. 4

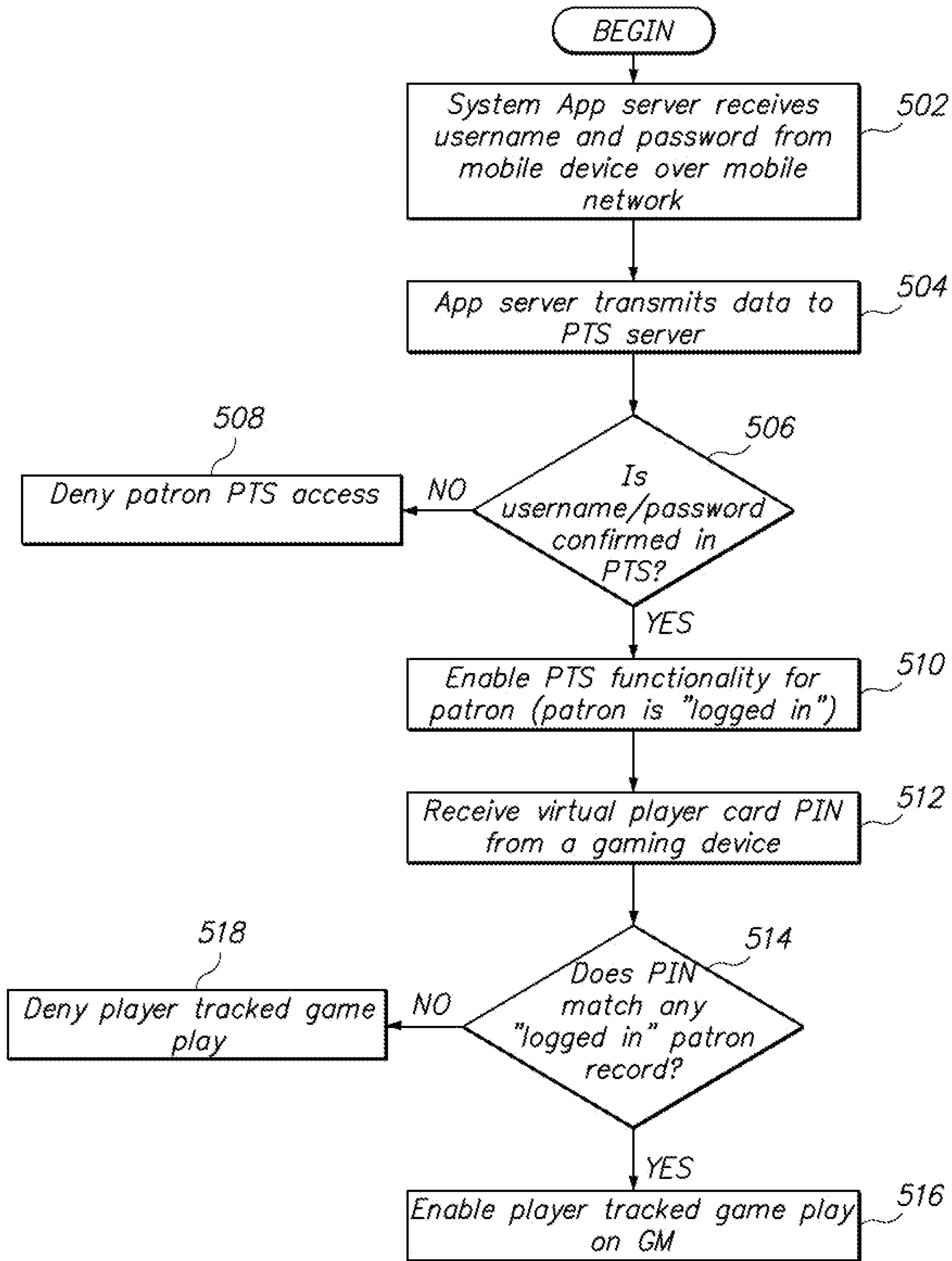


FIG. 5

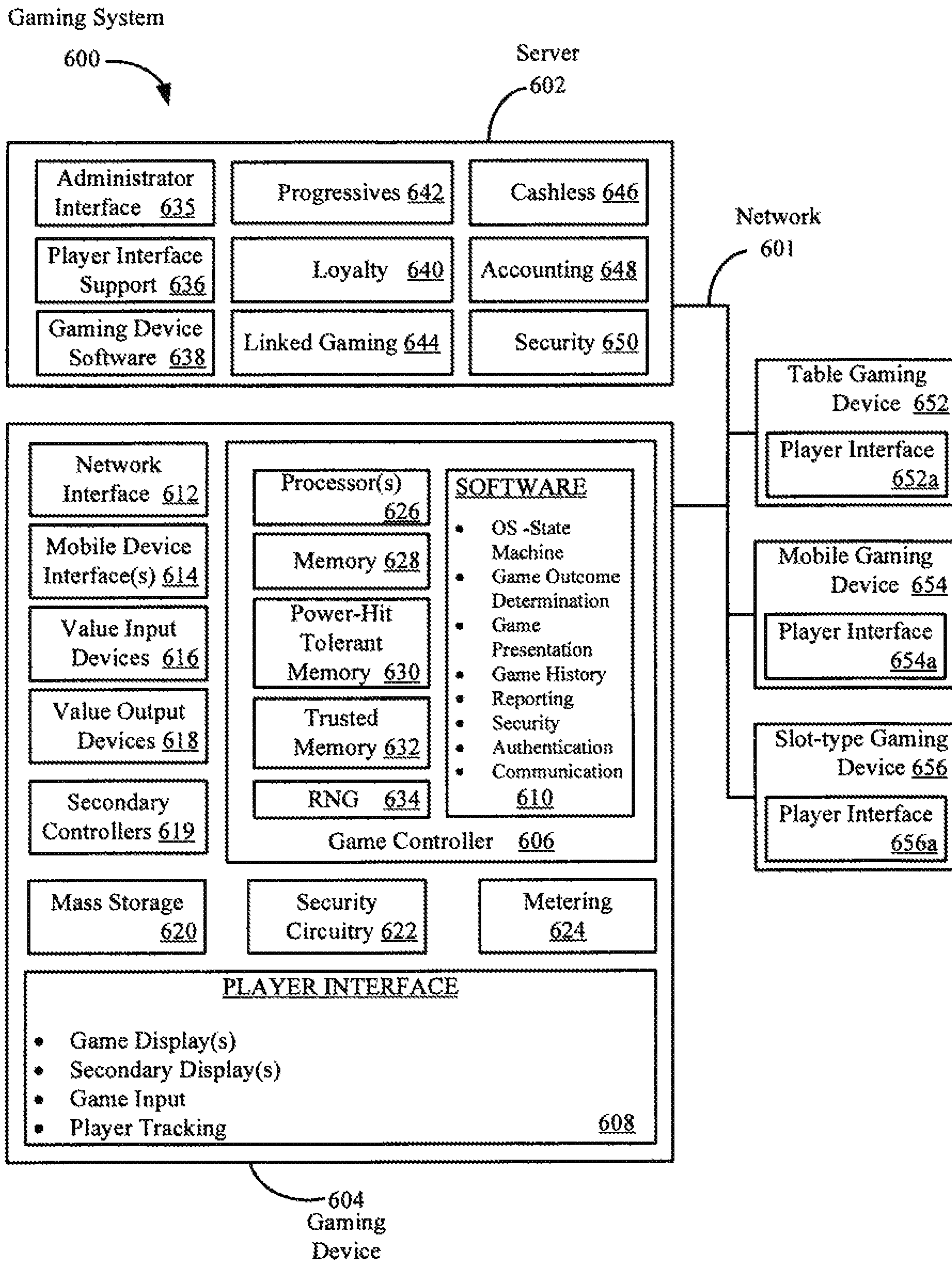


FIG. 6

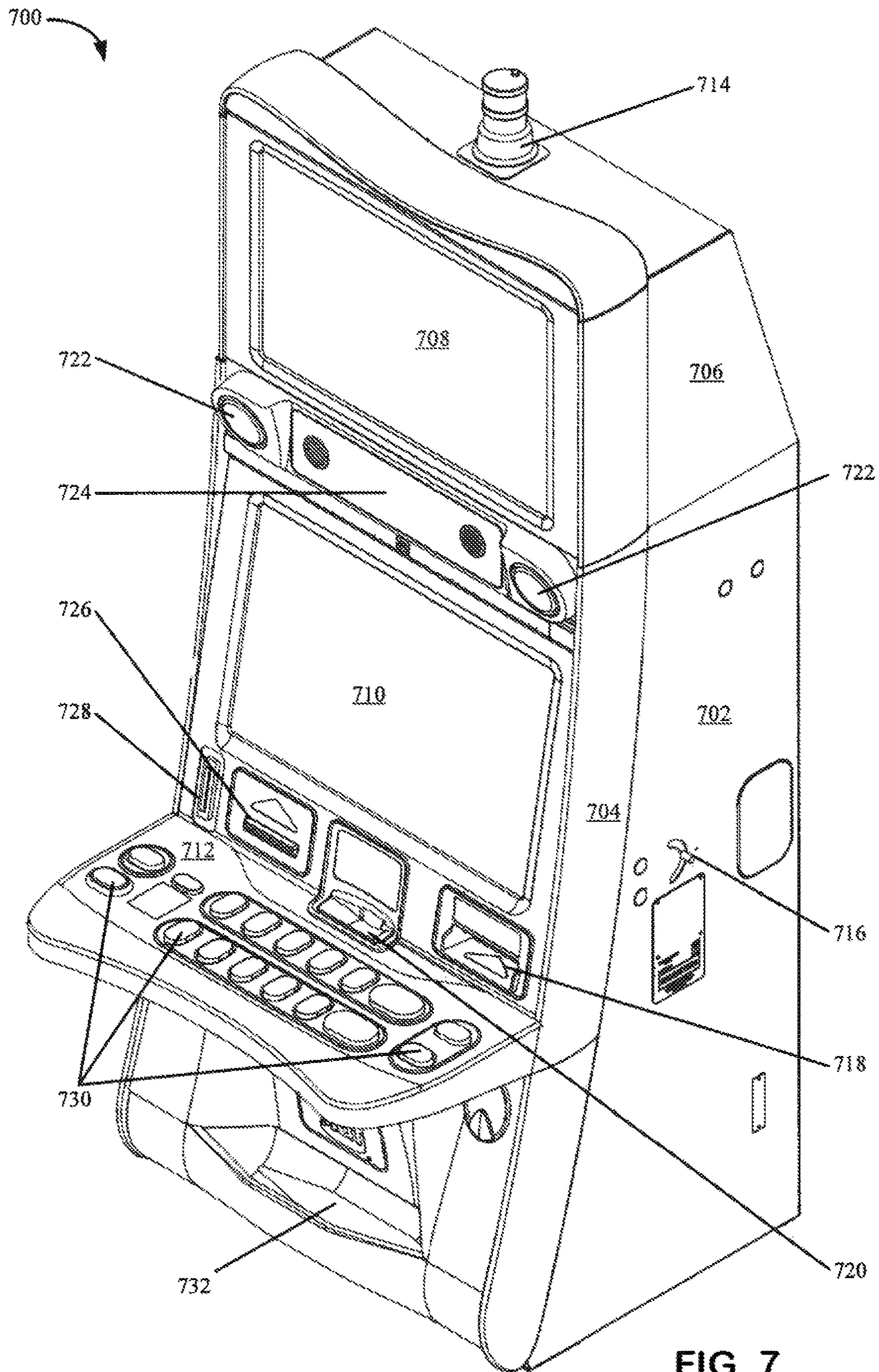


FIG. 7

VIRTUALIZED MAGNETIC PLAYER CARD

PRIORITY CLAIM

This application is a continuation of, claims priority to and the benefit of U.S. patent application Ser. No. 16/917,512, filed on Jun. 30, 2020, which is a continuation of, claims priority to and the benefit of U.S. patent application Ser. No. 15/487,135, filed on Apr. 13, 2017, which is a continuation of, claims priority to and the benefit of U.S. patent application Ser. No. 14/330,241, filed on Jul. 14, 2014, now U.S. Pat. No. 9,626,832, which is a divisional of, claims priority to and the benefit of U.S. patent application Ser. No. 13/408,587, filed on Feb. 29, 2012, now U.S. Pat. No. 8,876,596, the entire contents of each are incorporated by reference herein.

TECHNICAL FIELD

The described embodiments relate generally to wager gaming systems, such as gaming systems deployed in a casino enterprise. More particularly, they relate to player tracking systems, also referred to as loyalty programs.

BACKGROUND

Developing and maintaining a loyal customer base is a critical component of operating a successful casino enterprise. To develop a loyal customer base, casino enterprises offer customers the chance to participate in a loyalty program that allows their activities to be tracked. These programs are often referred to internally within the casino enterprise as player tracking systems. For a customer to participate in a loyalty program, the casino enterprise creates an account for the customer and requires the customer to provide identification information, such as their name and address. The identification information is stored to the account. An instrument, such as a magnetic striped card, is provided to the customer. The instrument can include an account number associated with the loyalty program account created for the customer. The customer may also be provided with a username and password, although generally all that is needed by the customer is the magnetic-striped card and inserting or swiping it at a card bezel at a gaming device.

The instrument is utilized during various activities within the casino enterprise so that a record of the customer's activities are generated and stored to an account associated with the instrument. As an example, a customer can insert a magnetic-striped player tracking card into a card reader associated with a slot machine to have a record of their gaming activity on the slot machine stored to the account associated with the player tracking card.

As noted, physical magnetic-striped cards are used for identifying and tracking a patron's play while at the casino. This card has a unique account number that is tied to the patron's player tracking account on the back-end of casino's gaming operations. Through the use of these cards, the casino is able to track a patron's game play habits and tendencies and offer rewards for play and loyalty.

The physical cards are issued to patrons at each casino in which they chose to participate in the loyalty program. Many times this results in a patron having numerous cards to keep track of and to carry with them if going to different casinos. If a player is at a casino and she does not have the specific card for that property, then she will not be able to have her play accounted for without applying for a replacement card. That process can take time depending on how busy the

casino is. In addition, a common problem with physical cards is that they get left, either intentionally or unintentionally, in the gaming machine when a patron is done playing. This usually results in the card being abandoned by the player tracking system after some amount of time which results in the patron having to visit the player club booth to be re-issued a new card the next time she plays at that property. In other scenarios, patrons will intentionally leave their cards in the gaming machine hoping that an unsuspecting player will play the machine and contribute their play to the "abandoned" card. This results in the owner of the card receiving points and benefits for play they did not pay for. Another disadvantage of physical cards is the cost of those cards for new customers and the continuing cost of replacement cards due to damage, loss and abandonment.

SUMMARY

One aspect of the present invention is a method of implementing a player tracking system (also referred to as a loyalty program) on a gaming machine without the use of physical loyalty program cards, typically magnetic-striped cards. A gaming device, such as an electronic gaming machine in a gaming network, detects a "card-in" activation. In most scenarios, this is done by a patron pressing a "card-in" softkey displayed in a service window on the gaming device display. The card-in softkey may be displayed after the patron has selected the gaming establishment's loyalty program softkey. In one embodiment, the gaming device may then receive a virtual player tracking card PIN entered by the patron at the gaming device using a soft keypad in the service window. This PIN is transmitted to a player tracking service (PTS) server. In one embodiment, this is the only item of information that is transmitted "upstream" to the PTS server from the gaming device. No other information, such as the PTS data typically stored on the loyalty program magnetic strip card, is transmitted from the device to the server or another other component in the gaming network. A validation or confirmation is received that the virtual player tracking card PIN is associated with an authorized patron who previously logged into the player tracking system using a mobile device. At this stage, the patron is tied with a specific gaming machine and may begin player tracked game play on the gaming machine or device. At some point, the gaming machine may detect a "card-out" activation by the patron at which stage the player tracking session ends.

Another aspect of the invention is a method of implementing a player tracking system in a gaming network. A virtual player tracking card identifier and password are received at a player tracking server from a system app server. The identifier and password are authenticated or verified as corresponding to a registered player tracking system patron at the casino. If verified, the player tracking system generates a virtual player tracking card PIN and transmits it to the mobile device via the system app server and one or more wide area network, such as a cellular phone network and the Internet. The player tracking system receives the virtual player tracking card PIN from a gaming machine when the patron enters the PIN through a softkey pad in the service window interlace at the gaming machine. The gaming machine is that transmitted the PIN to the server is identified and tied to the player tracking session. The player tracking account is then credited with the virtual player tracking card PIN based on game play on the gaming machine.

Another aspect of the present invention is a gaming network having a player tracking system and virtual player tracking card functionality. The network may contain a gaming server having a virtual player tracking card authentication module. It may also have a data storage component storing player tracking data records where a record has at least one field used solely for enabling a virtual player tracking card. The network may also have a system app server that is able to connect to a mobile device network. It may also contain a gaming machine having a virtual player card component.

BRIEF DESCRIPTION OF THE FIGURES

The embodiments will be readily understood by the following detailed description in conjunction with the accompanying drawings, wherein like reference numerals designate like structural elements, and in which:

FIG. 1 shows a series of screen shots of two different formats of player tracking apps in accordance with the described embodiments;

FIG. 2 is network diagram showing an overview of components in a gaming system configured to interact with mobile devices outside the gaming system in accordance with one embodiment;

FIG. 3 is a flow diagram of a process of executing a virtual player card app on a mobile device in accordance with the described embodiments;

FIG. 4 is a flow diagram of a process of enabling virtual player tracking card functionality on a gaming machine in accordance with the described embodiments;

FIG. 5 is a flow diagram of a mobile device-enabled login process occurring on the system app server and player tracking system server in accordance in the described embodiments;

FIG. 6 shows a block diagram of a gaming system including a server and gaming devices in accordance with the described embodiments; and

FIG. 7 shows a perspective drawing of a gaming device in accordance with the described embodiments.

DETAILED DESCRIPTION

A gaming system compatible with mobile devices, such as smart phones and tablets, which can be used by casino patrons to participate in a loyalty program without the need for physical player tracking cards is described. A casino patron can log in to a casino player tracking system using her mobile device. In this manner, the patron can log in before arriving at the casino or physically being at a gaming machine. The patron no longer needs a physical card of any sort. The information that the patron enters at the gaming machine will be stored on her mobile device. In this sense, the card has been “virtualized” in that the necessary loyalty program information is now transmitted over a network to a mobile device and can be stored and utilized by a casino patron at any time within a predefined expiration period for the data.

The casino makes available for download a “virtual player card” app which can be downloaded by the loyalty program patron which can be used to log in to the casino’s player tracking system. Once the player tracking system verifies that the mobile device user is a registered loyalty program patron, the patron may receive a player tracking PIN on her mobile device. As described in detail below, this player tracking PIN is entered at the gaming machine, for example via a softkey pad, to initiate player tracked game play. In

another embodiment, the patron selects a PIN when she initially registers with the player tracking program at the player’s club booth. In this embodiment, the player selects a PIN that is easy for her to remember, such as the last four digits of her social security number or birthday. The player tracking system checks whether the PIN is unique and available. If it is not, the player is asked to select another one. All relevant patron data relating to the loyalty program may then be displayed on the gaming machine, such as in a service window interface, as if the patron had inserted a valid physical player tracking card. A card bezel may indicate that a physical card was inserted even though one was not. The system proceeds in a conventional manner from that point, tracking all the wager game play and updating account information in the usual manner. The same restrictions with respect to multiple player card usage and tracking play by multiple, non-registered users may apply (e.g., restrictions on bonus play, extra credit, etc.). When the patron is finished playing on a particular machine, she can press a “Card Out” soft key (or a soft key labeled “End Loyalty Program Game Play” or something similar) to end the session. In this manner, embodying a physical player tracking card on a patron-owned and controlled mobile device addresses several of the problems with physical cards and provides a seamless and less problematic way for a patron to access a player tracking system.

Presently, when a patron decides to become a member of a particular casino’s loyalty program, also called “player’s club,” she registers with the casino to open a player tracking account. This is typically done by having the patron go to a player’s club window or booth and provide personal information. The patron would then (or at some point) be given a player tracking card. In the described embodiment of the present invention, the patron may still receive a physical card if desired. However, with the present invention, the new loyalty program patron would be asked if she would like to use the loyalty program mobile application (herein after “app”) for her smart phone or mobile device to enable remote log into the player tracking system (and would be told of the advantages of the app). If the patron wants the loyalty program app, she is asked to decide on a loyalty program username and password which will be used with the app. The PIN selected by the patron may be checked to see if it is available. If not, she is asked to select another PIN. The patron may then go to the appropriate online app marketplace for their particular mobile carrier and download the player tracking app that allows them to login to the casino through their smart phone. If desired by the patron, this may be done with the assistance of the casino employee at the time of initial loyalty program registration. Once the patron is registered, the app is downloaded, and the patron has her loyalty program username and password, she is enabled to begin “player tracked” play on a gaming machine.

FIG. 1 shows screen shots of two different sequences showing different formats of player tracking apps in accordance with one embodiment. The app may be downloaded in various formats or may be packaged and branded by the casino in different ways. If a patron generally uses the loyalty program at one casino and only wants the player card app for that casino, she can download the app that is created and branded only by that casino, if one is available. For example, screen shot 102 shows an icon for a Palms Casino Virtual Player Card App. The mobile device may be a smart phone running a specific operating system, such as iOS, Android, or Windows Phone, and has access to their respective app market places. Upon activating the app, in one

5

embodiment, the patron is presented with screen shot **104** where she is asked to enter a loyalty program user name and loyalty program password. These are data that were provided to the patron either during registration in the loyalty program or subsequently upon request by the patron (for example, the patron may have heard about the “virtual player club card” app through casino marketing). In other embodiments, at the patron may only be required to enter a loyalty program password and the patron’s loyalty program user name may be provided automatically by the app which obtains the user’s identity from the mobile device software or the app may be customized to automatically provide the loyalty program user name. Depending on the security requirements of the casino and the security of the phone the password may also be provided automatically or may be recalled from the time it was previously entered.

After the patron enters a loyalty program user name and password, this information is transmitted to an app system server, described below, typically under control of the casino operator. The data may be transmitted over a cellular data network operated by a mobile carrier. Screen shot **106** shows two player tracking cards of which the patron can select one. If the patron has more cards, they can be displayed in a suitable format as desired by the casino operator and app designer. In this case, only the player tracking card or cards that the patron has for the Palms Casino are displayed. The patron selects one of the player cards (e.g., by touching the icon on the smart phone display) and is provided with a player tracking card PIN as shown in screen shot **108**.

In one embodiment, the PIN is generated by a component in the player tracking system under control of the casino operator. In another embodiment, the patron can select her own PIN (e.g., a four-digit number) and the system checks whether the PIN is available. If not, then the system informs the patron and she is asked to select another PIN. This PIN may then be entered by the patron when she is at a gaming machine and wants to start player tracked game play. In other embodiments, a PIN is not be transmitted to the patron’s mobile device. The patron may only have to log in to the player tracking system remotely and select a player card. No other steps are needed with respect to operations on the mobile device. When the patron arrives at a gaming machine, unique information or data of the patron may be used to tie the patron to a particular gaming machine, such as a form of biometric data (e.g., fingerprint, facial scan, retina scan, and the like). In this embodiment, the flow of data is uni-directional from the mobile device to the system app server (upstream); the mobile device would not need to receive any data from the casino operator. In another embodiment, a bar code or QR code may be provided to the patron which she can have scanned at the gaming machine instead of having to enter a PIN or provide biometric data.

In another sequence of events, the casino operator may not develop an exclusive app for its virtual player card system, but rather have a gaming provider (e.g., an entity that provides the components needed for implementing a loyalty program) develop and administer the virtual player card app. When a patron registers for a loyalty program (or existing loyalty program patrons) may download an app from the gaming provider (as opposed to casino operator), such as IGT, Inc. or Reno, Nev., which can be used to log into and access one or more casino player tracking systems, where each casino uses the gaming provider’s player tracking system components. Mobile device screen shot **110** shows an app called “IGT Virtual Player Card Apps.” The patron can download this app from an app marketplace or store in the same manner as she downloaded the casino-

6

specific virtual card app shown in screen shot **102**. This allows a patron who is a member of a number of loyalty programs at different casinos can download multiple apps for implementing virtual player cards.

Upon executing the app, a screen shot **112** appears showing one or more casinos which have made previous arrangements with, for example IGT, to implement the virtual player card app for the casinos. The patron can scroll through the casinos or customize the app to show only casinos that are of interest to the patron (i.e., where she is a loyalty program member) and select a particular casino. At this stage, the screen shots the patron sees may be similar to the ones shown in **104** through **108**. That is, the patron will be asked to enter a player tracking username and player tracking password and proceed from there. The app executing the various functions (e.g., transmitting the username/password, displaying the cards, etc.) may have been developed by IGT, the casino, a third-party app developer, or by a collaborative effort among them. In any case, details of the app execution are transparent to the patron whose goal is to login to the loyalty program of interest and get a PIN number or other data to allow her to begin accumulating points in her loyalty program account without having to carry one or multiple player tracking cards.

FIG. **2** is network diagram showing an overview of components in a gaming system configured to interact with mobile devices outside the gaming system in accordance with one embodiment. A mobile device **202**, such as a smart phone, tablet computer, or laptop computer, communicates via a wireless or wired connection with an external network. If device **202** is a smart phone (i.e., a mobile phone that can execute mobile applications), it can communicate with a cellular data network **204** operated and maintained by a mobile phone carrier. Device **202** can also connect to a wireless access point **206**, such as a Wi-Fi hot spot. This may be more typical if device **202** is a tablet or laptop computer, although smart phones can connect to these points as well.

Cellular data network **204** and wireless access point **206** connect to the Internet **208**. A Web server **210** is under control of a casino operator or a gaming provider. It is the interface for the operator or provider to the Internet and, as such, to components outside a gaming system and network. In one embodiment, it implements the Web site for the casino enterprise or the gaming provider. In one embodiment, when a patron activates the virtual player card app described above with respect to FIG. **1**, it is accessing the casino’s or gaming provider’s Web site, the back end of which is Web server **210**. Server **210** is connected to a system app server **212**. This server handles all requests and operations relating to the casino’s apps used by its patrons. In other embodiments, system app server **212** may be directly connected to Internet **208** and may not use Web server **210** as an intermediary. In other embodiments, system app server **212** may handle other functions (e.g., online activity on the casino’s Web site) in addition to operations relating only to the casino’s apps. In another embodiment, the functions of system app server **212** (i.e., handling the app operations for the casino) may be embedded in Web server **210**. Such network topography and system design are under the discretion of the casino gaming system operators and may depend on volume of activity, network traffic, security concerns, and other factors.

System app server **212** is in communication with a player tracking system **214** which may be characterized as being in the “back-end” of the gaming system and generally should have minimal or no direct exposure to components outside the gaming network. System app server **212** may also be in

communication with other subsystems or servers in the back-end, such as games. Player tracking system **214** is connected to gaming machine **216** via a gaming network in a manner known to those skilled in the field of gaming systems. Further details on gaming systems and gaming machines are described with respect to FIGS. **6** and **7**.

FIG. **3** is a flow diagram of a process of executing a virtual player card app on a mobile device in accordance with the described embodiments. Prior to the process beginning, the patron has downloaded a virtual player card app on his mobile device and is a registered member of a loyalty program. For illustrative purposes, the description below follows the scenario where the patron downloads a virtual player card app for a specific casino (as shown in screen shots **102** to **108**). However, the same process may be used for the game provider virtual card app instance with a few preliminary steps of selecting a specific casino.

At step **302** the patron activates or executes the virtual player tracking card app on his mobile device. By doing this, in one embodiment, the patron is accessing Web server **210** either through a cellular data network or a wireless access point and then via the Internet, as described above. Once the app executes, at step **304** the patron is prompted to enter his virtual player tracking card username and password. This may be done using conventional data input means available on the particular mobile device (e.g., softkeys, voice recognition, etc.). Some mobile device operating systems may allow the patron to have these fields filled in automatically by entering, for example, the first few letters of the username. As described above, this data is entered to enable the patron to “remotely” log into the player tracking system, although the patron can do so from the casino premises, assuming there is adequate cell phone coverage (a requirement regardless of where the patron is if logging in via his smartphone). In one embodiment, the patron-entered data is transmitted to player tracking system **214** via servers **210** and **212**. In other embodiments, some player tracking data may be stored in one of the front-end servers, such as Web server **210** where it can only be read but not modified or on system app server **212**. This may be desirable, assuming proper security provisions are in place, to make the login response time faster.

The player tracking system (or other systems in the gaming network) checks to ensure that there is a registered loyalty program patron having the same received username and, if so, verifying the password. Recall that the virtual player tracking card username and password were defined by the patron either at time of initial registration or, if already a registered member, at a later time when the patron decides to use the virtual player card service. If the username and password are verified, control goes to step **306** where, in one embodiment, the mobile device receives a virtual player card PIN from the player tracking system and is displayed in a window in the virtual player tracking card app. If the username and/or password are not verified, the patron is denied access and may receive a login failure type message. In another embodiment, the patron can select the virtual player card PIN and have it approved by the system.

In other embodiments, the mobile device receives a bar code, QR code, or other optical machine-readable encoding which is displayed via the app on the mobile device. As described below, this can be used with gaming machines that are capable of scanning the code to uniquely identify the patron, which would serve the same role as a virtual player card PIN which is human readable. In other embodiments, the mobile device does not receive any data in response to a successful login, other than an acknowledgment that the

patron is now logged in. The function of uniquely identifying the patron to a particular gaming machine may be done through biometric means if the machine is so equipped and capable.

At step **308**, the patron is at a particular gaming machine where he wants to begin player tracked game play. Note that steps **302** to **306** take place on the mobile device and may occur outside the casino environment. When at the gaming machine, the patron activates a card-in function by pressing a card-in softkey in a service window interface on the display of the gaming machine. Additional details on the service window interface and its various functionalities with respect to the present invention are described in FIG. **5** below. Once the card-in function is activated, at step **310**, in one embodiment, the patron is prompted to enter the virtual player tracking card PIN that was transmitted to the mobile device at step **306**. As noted above, in other embodiments, the patron can have a machine-readable code scanned at this stage. Once the virtual player card PIN is entered and verified by the player tracking system, the patron can begin play on the machine as shown in step **312** and the process is complete. From this point on, the player tracking system will start tracking player game play as if the patron had inserted a physical player tracking card. In one embodiment, if there is a player card bezel on the machine, it may indicate that there is a card in the bezel.

In one embodiment, the PIN is generated by the player tracking system after the patron has been successfully logged in. It is stored in the record or in a suitable manner so it is associated with that specific patron. The length and characteristics of a PIN, such as its length, or whether it is alphanumeric or whether it has to be unique, can be determined by the gaming system designers or player tracking system operators. Further details on PIN verification are described below.

FIG. **4** is a flow diagram of a process of enabling virtual player tracking card functionality on a gaming machine in accordance with the described embodiments. At step **402** the gaming machine detects a “card-in” activation, presumably by a patron in the casino. This detection is essentially the back-end functionality of step **308**. This card-in activation initiates a different set of functions in the machine from the functions that would be initiated from a physical card being inserted or swiped in a card reader or bezel. In one embodiment, the card-in activation initiates essentially the same set of functions in the gaming machine as would occur if a physical player card were swiped or inserted in card reader or bezel. In another embodiment the card-in activation initiates a different set of functions in the machine from the functions that would be initiated if a physical card were inserted. For example, the casino operator may want to have additional functions implemented when a patron uses a player card PIN, maybe to promote use of its player tracking card app. For example, the casino may want the patron to have special privileges that are only allowed for those using the player tracking card app. Special functions can be associated with the temporary player card PIN. For example, the casino can offer a player card PIN bonus where the patron can check her PIN against randomly casino-selected PINs that are in use at periodic intervals. This could be an additional function in the gaming machine that is implemented only when a player card PIN is used. Upon detecting a card-in activation, at step **404** the gaming machine displays content in a service window interface prompting the patron to enter a virtual player tracking card PIN. This and other prompts and content displayed in the service window interface may be implemented by changing the Flash content in

the machine, techniques for which are known in the art. Again, as noted above, in other embodiments, there may be other means for identifying the patron which do not require entering a player card PIN. The patron may hold up his mobile device and have an image scanned (which is essentially the same as entering a PIN).

At step **406** the gaming machine receives the PIN or other data and transmits it to a player tracking server in the gaming network. Transmission of data between gaming machines and various components in a gaming network, such as a player tracking server, are known in the art and are described generally below. At step **408** the player tracking system confirms whether the PIN that was entered matches any of the PINs stored in its database. In one embodiment, the PIN is generated by the player tracking system and associated with a player tracking account (e.g., a player tracking account record if the data is stored in a relational database). If the PIN or other data matches data stored in the system, control goes to step **412**. If it does not, control goes to step **410** where the patron is notified through a message displayed in the service window interface that his identity could not be verified by the loyalty program or that he should try a different PIN. He may be given the option to continue game play without player tracking.

If the PIN number that was entered matches a PIN in the player tracking database, control goes to step **412** where game play with player tracking is enabled on the machine. Once player tracked game play begins, many of the issues that arise with physical player tracking cards may occur. For example, the original patron with the player tracking account may leave the machine and have a friend continue playing on the machine to accumulate points or he may leave the machine anticipating that another unsuspecting patron may play on the machine and provide the patron with points. However, many of the same restrictions that are in place with physical player tracking cards also apply, such as limits on bonus play and extra credit (which can only occur on one machine). At step **414** the gaming machine detects that there is a card-out activation or that there has been no activity for a certain period of time, in which case the gaming machine or player tracking system automatically times-out the session (automatic expiration).

FIG. **5** is a flow diagram of a mobile device-enabled login process occurring on the system app server and player tracking system server in accordance in the described embodiments. At step **502** the system app server receives a user name and password from a Web server which receives the data from the mobile device via one or more wide area networks, such as a cellular data network and the Internet. At step **504** the system app server transmits the data to the player tracking server which operates in the back-end of the gaming network. At step **506**, the player tracking server determines whether the user name or password is confirmed or exists in the player tracking database, as described above. If these data are not present in the database, the patron attempting to log in to the player tracking system is denied access and an appropriate message may be sent to the mobile device or the login process simply fails on the mobile device (without the system app server having to send a message downstream to the device).

If the user name and password are confirmed, at step **510** player tracking system functionality is enabled for the patron. That is, the patron is now logged in to the player tracking system. It is worth noting again here that the patron does not have to be at the casino to login to the player tracking system using the mobile device. It can be done from anywhere there is cellular phone access or Internet access.

At step **512** the player tracking server within the gaming system receives via the gaming network a player tracking card PIN (or virtual player card PIN) from the gaming machine. This step does not require the system app server or the mobile device, unless a bar code or QR code is being used to convey data to the gaming machine instead of the patron entering the player tracking card PIN. At step **514** the player tracking server determines whether the PIN matches any patron records which are indicated as logged in. Recall that once the player tracking system logs in a legitimate player tracking patron (step **510**), as described in FIG. **4**, in one embodiment, the player tracking system generates a player tracking card PIN which is transmitted downstream to the mobile device. In other embodiments, the patron may select this PIN and send it to the player tracking system. The PIN is stored in a field (e.g., a “virtual card PIN” field) in the patron’s record in the player tracking system. Thus, when the patron enters the PIN at the gaming machine, it can be used to find a match in the database at step **514**. If there is a match, control goes to step **516** where player tracked play is enabled on the specific gaming machine. The patron is said to now be tied to that specific gaming machine or device. If there is no match for the PIN at step **514**, the patron is denied player tracked game play on the gaming machine, but may be able to proceed with normal game play on the machine.

In another embodiment, once the casino knows that a particular patron is on the casino property and has logged into the player tracking system, it can begin to market specifically to that patron via his mobile device. Offers, hot machines, and the like can be forwarded to the patron’s smart phone. In essence, the patron will have his own personal kiosk by virtue of the mobile device and being logged into the loyalty program. A gaming provider, such as IGT, can develop apps that further enhance this feature (i.e., the virtual player tracking card feature), thereby providing added value to the existing gaming network and gaming system infrastructure.

When a patron is done playing that gaming machine and decides to leave he presses the “Card Out” soft key. This will notify the gaming machine that he has terminated play and cause the system to end that play session. If the patron leaves the gaming machine without initiating a card out, the system will monitor idle time at the gaming machine and automatically log the patron out after a pre-determined amount of time. This will prevent a patron from logging into multiple machines simultaneously for the purpose of trying to accrue play on their account for which they did not earn themselves. Also, an automatic card out will be done if a physical card is inserted in the card reader while there is “virtual” card in active.

FIG. **6** shows a block diagram of a gaming system **600** in accordance with the described embodiments. The gaming system **600** can include one or more servers, such as server **602**, and a variety of gaming devices including but not limited to table gaming devices, such as **652**, mobile gaming devices, such as **654**, and slot-type gaming devices, such as **656**. The table gaming devices, such as **652**, can include apparatus associated with table games where a live operator or a virtual operator is employed. The gaming devices and one or more servers can communicate with one another via a network **601**. The network can include wired, wireless or a combination of wired and wireless communication connections and associated communication routers.

Some gaming devices, such as **652**, **654** and **656**, can be configured with a player interface that allows at least 1) selections, such as a wager amount, associated with a

wager-based game to be made and 2) an outcome of the wager-based game to be displayed. As an example, gaming devices, **652**, **654** and **656**, include player interfaces, **652a**, **654a** and **656a**, respectively. Typically, gaming devices with a player interface are located in publically accessible areas, such as a casino floor. On the other hand, some gaming devices, such as server **602**, can be located in publically inaccessible areas, such as in a back-room of a casino or even off-site from the casino. Gaming devices located in publically inaccessible areas may not include a player interface. For instance, server **602** does not include a player interface. However, server **602** includes an administrator interface **635** that allows functions associated with the server **602** to be adjusted.

An example configuration of a gaming device is described with respect to gaming device **604**. The gaming device **604** can include 1) a game controller **606** for controlling a wager-based game played on the gaming device and 2) a player interface **608** for receiving inputs associated with the wager-based game and for displaying an outcome to the wager-based game. In more detail, the game controller **606** can include a) one or more processors, such as **626**, b) memory for holding software executed by the one or more processors, such as **628**, c) a power-hit tolerant memory, such as **630**, d) one or more trusted memories, such as **632**, e) a random number generator and f) a plurality of software applications, **610**. The other gaming devices, including table gaming device **652**, mobile gaming device **654**, slot-type gaming device **656** and server **602**, can each include a game controller with all or a portion of the components described with respect to game controller **606**.

In particular embodiments, the gaming device can utilize a “state” machine architecture. In a “state” machine architecture critical information in each state is identified and queued for storage to a persistent memory. The architecture doesn’t advance to the next state from a current state until all the critical information that is queued for storage for the current state is stored to the persistent memory. Thus, if an error condition occurs between two states, such as a power failure, the gaming device implementing the state machine can likely be restored to its last state prior to the occurrence of the error condition using the critical information associated with its last state stored in the persistent memory. This feature is often called a “roll back” of the gaming device. Examples of critical information can include but are not limited to an outcome determined for a wager-based game, a wager amount made on the wager-based game, an award amount associated with the outcome, credits available on the gaming device and a deposit of credits to the gaming device.

The power-hit tolerant memory **630** can be used as a persistent memory for critical data, such as critical data associated with maintaining a “state” machine on the gaming device. One characteristic of a power-hit tolerant memory **630** is a fast data transfer time. Thus, in the event of a power-failure, which might be indicated by a sudden power fluctuation, the critical data can be quickly loaded from volatile memory, such as RAM associated with the processor **626**, into the power-hit tolerant memory **630** and saved.

In one embodiment, the gaming device **605** can be configured to detect power fluctuations and in response, trigger a transfer of critical data from RAM to the power-hit tolerant memory **630**. One example of a power-hit tolerant memory **630** is a battery-backed RAM. The battery supplies power to the normally volatile RAM so that in the event of a power failure data is not lost. Thus, a battery-backed RAM is also often referred to as a non-volatile RAM or NV-RAM. An

advantage of a battery-backed RAM is that the fast data transfer times associated with a volatile RAM can be obtained.

The trusted memory **632** is typically a read-only memory of some type that may be designed to be unalterable. An EPROM or EEPROM are two types of memory that can be used as a trusted memory **632**. The gaming device **604** can include one or more trusted memories. Other types of memories, such as Flash memory, can also be utilized as an unalterable memory and the example of an EPROM or EEPROM is provided for purposes of illustration only.

Prior to installation the contents of a trusted memory, such as **632**, can be verified. For instance, a unique identifier, such as a hash value, can be generated on the contents of the memory and then compared to an accepted hash value for the contents of the memory. The memory may not be installed if the generated and accepted hash values do not match. After installation, the gaming device can be configured to check the contents of the trusted memory. For instance, a unique identifier, such as a hash value, can be generated on contents of the trusted memory and compared to an expected value for the unique identifier. If the generated value of the unique identifier and the expected value of the unique identifier don’t match, then an error condition can be generated on the gaming device **604**. In one embodiment, the error condition can result in the gaming device entering a tilt state where game play is temporarily disabled on the gaming device.

Sometimes verification of software executed on the gaming device **604** can be performed by a regulatory body, such as a government agency. Often software used by a game controller, such as **606**, can be highly regulated, where only software approved by a regulatory body is allowed to be executed by the game controller **606**. In one embodiment, the trusted memory **632** can store authentication programs and/or authentication data for authenticating the contents of various memories on the gaming device **604**. For instance, the trusted memory **632** can store an authentication program that can be used to verify the contents of a mass storage device, such as **620**, which can include software executed by the game controller **606**.

The random number generator (RNG) **634** can be used to generate random numbers that can be used to determine outcomes for a game of chance played on the gaming device. For instance, for a mechanical or video slot reel type of game, the RNG, in conjunction with a paytable that lists the possible outcomes for a game of chance and the associated awards for each outcome, can be used to generate random numbers for determining reel positions that display the randomly determined outcomes to the wager-based game. In other example, the RNG might be used to randomly select cards for a card game. Typically, as described above, the outcomes generated on a gaming device, such as **604**, are considered critical data. Thus, generated outcomes can be stored to the power-hit tolerant memory **630**.

Not all gaming devices may be configured to generate their own game outcomes and thus, may not use an RNG for this purpose. In some embodiments, game outcomes can be generated on a remote device, such as server **602**, and then transmitted to the gaming device **604** where the outcome and an associated award can be displayed to the player via the player interface **608**. For instance, outcomes to a slot-type game or a card game can be generated on server **602** and transmitted to the gaming device **604**.

In other embodiments, the gaming device **604** can be used to play central determination games, such as bingo and lottery games. In a central determination game, a pool of

game outcomes can be generated and then, particular game outcomes can be selected as needed (e.g., in response to a player requesting to play the central determination game) from the pool of previously generated outcomes. For instance, a pool of game outcomes for a central determination game can be generated and stored on server **602**. Next, in response to a request to play the central determination game on gaming device **604**, one of the outcomes from the pool can be downloaded to the gaming device **604**. A game presentation including the downloaded outcome can be displayed on the gaming device **604**.

In other embodiments, thin client type gaming devices, such as mobile gaming devices used to play wager-based video card or video slot games, may be configured to receive at least game outcomes from a remote device and not use an RNG to generate game outcomes locally. The game outcomes can be generated remotely in response to inputs made on the mobile device, such as an input indicating a wager amount and/or an input to initiate the game. This information can be sent from the mobile device to a remote device, such as from mobile gaming device **654** to server **602**. After receiving the game outcome from the remote device, a game presentation for the game outcomes generated remotely can be generated and displayed on the mobile device. In some instances, the game presentation can also be generated remotely and then streamed for display to the mobile device.

The game controller **606** can be configured to utilize and execute many different types of software applications **610**. Typically, the software applications utilized by the game controller **606** can be highly regulated and may undergo a lengthy approval process before a regulatory body allows the software applications to be utilized on a gaming device deployed in the field, such as in a casino. One type of software application the game controller can utilize is an Operating System (OS). The OS can allow various programs to be loaded for execution by the processor **626**, such as programs for implementing a state machine on the gaming device **606**. Further, the OS can be used to monitor resource utilization on the gaming device **606**. For instance, certain applications, such as applications associated with game outcome generation and game presentation that are executed by the OS can be given higher priority to resources, such as the processor **626** and memory **628**, than other applications that can be executing simultaneously on the gaming device.

As previously described, the gaming device **604** can execute software for determining the outcome of a wager-based game and generating a presentation of the determined game outcome including displaying an award for the game. As part of the game outcome presentation one or more of 1) electro-mechanical devices, such as reels or wheels, can be actuated, 2) video content can be output to video displays, 3) sounds can be output to audio devices, 4) haptic responses can be actuated on haptic devices or 5) combinations thereof, can be generated under control of the game controller **606**. The peripheral devices used to generate components of the game outcome presentation can be associated with the player interface **608** where the types of devices that are utilized for the player interface **608** can vary from device to device.

To play a game, various inputs can be required. For instance, via input devices coupled to the gaming device **604**, a wager amount can be specified, a game can be initiated or a selection of a game choice associated with the play of the game can be made. The software **610** executed by the game controller **606** can be configured to interpret various signals from the input devices, such as signals received from a touch screen controller or input buttons, and

affect the game played on the gaming device in accordance with the received input signals. The input devices can also be part of the player interface **608** provided with the gaming device, such as **604**.

In other embodiments, the gaming software **610** executed by the game controller **606** can include applications that allow a game history including the results of a number of past games to be stored, such as the previous 10 or 100 games played on the gaming device **604**. The game history can be stored to a persistent memory including but not limited to the power-hit tolerant memory **630**. The gaming controller **606** can be configured to provide a menu (typically, only operator accessible), that allows the results of a past game to be displayed via the player interface **608**. The output from the history menu can include a re-creation of the game presentation associated with a past game outcome, such as a video representation of card hand associated with a video poker game, a video representation of a reel configuration associated with a video slot game, and/or raw data associated with the past game result, such as an award amount, an amount wagered, etc. The history menu can be used for dispute resolution purposes, such as if a player complains that they have not been properly awarded for a game previously played on the gaming device **604**.

The reporting software can be used by the game controller **606** to report events that have occurred on the gaming device **604** to remote device, such as server **602**. For instance, in one embodiment, the game controller **606** can be configured to report error conditions that have been detected on the gaming device **604**, such as if a device has malfunctioned or needs attention. For instance, the reporting software can be used to send a message from the gaming device **604** to the server **602** indicating that a printer on the gaming device needs a refill of tickets. In another embodiment, the gaming controller **606** can be configured to report security events that may have occurred on the gaming device **604**, such as but not limited to if a door is opened, a latch is activated or an interior portion of the gaming device **604** has been accessed.

In yet other embodiments, the game controller **606** can be configured to report gaming activity and associated events that has been generated on the gaming device, such as a deposit of cash or an indicia of credit, at the gaming device, a generation of game outcome including an associated award amount and a dispensation of cash or an indicia of credit from the gaming device **604**. As part of a loyalty program, the gaming activity can be associated with a particular player. The reporting software can include player tracking elements that allow the gaming activity of a particular player to be reported to a remote device, such as server **602**.

The game controller **606** can execute the authentication software to verify the authenticity of data and/or software programs executed on the gaming device **604**. For instance, the authentication software can be used to verify the authenticity of data and/or software applications when they are first downloaded to the gaming device **604**. Further, the authentication software can be used to periodically verify the authenticity of data and/or software applications currently residing on the gaming device, such as software applications stored on one of the memories coupled to the gaming device **604** including applications loaded into the memory **628** for execution by the processor **626**.

The communication software executed by the game controller **606** can be used to communicate with a variety of devices remote to the gaming device **604**. For instance, the communication software can be used to communicate with one or more of a) servers remote to the device, such as **602**,

b) other gaming devices, such as table gaming device **652**, mobile gaming device **654** and slot-type gaming device **656** and c) mobile devices carried by casino personnel or players in the vicinity of the gaming device **604**. Via the communication software, the game controller can be configured to communicate via many different communication protocols. For instance, different wireless and/or wired communication protocols can be implemented. Further, proprietary or non-proprietary gaming specific protocols can be implemented. For instance, gaming specific non-proprietary communication protocols, such as G2S (game to system), GDS (gaming device standard) and S2S (system to system) communication protocols provided by the Gaming Standards Association (GSA), Fremont, Calif., can be implemented on the gaming devices described herein.

The gaming device **604** can communicate with one or more remote devices via one or more network interfaces, such as **612**. For instance, via network interfaces **612** and the network **601**, the gaming device **604** can communicate with other gaming devices, such as server **602** and/or gaming devices, **652**, **654** and **656**. The network interfaces can provide wired or wireless communications pathways for the gaming device **604**. Some gaming devices may not include a network interface or can be configured to operate in a stand-alone mode where the network interface is not connected to a network.

In other embodiments, a mobile device interface or interfaces, such as **614**, can be provided for communicating with a mobile device, such as a cell phone or a tablet computer carried by players or casino personnel temporarily in the vicinity of the gaming device **604**. A wireless communication protocol, such as Bluetooth™ and a Wi-Fi compatible standard, can be used for communicating with the mobile devices via the mobile device interfaces **614**. In one embodiment, the mobile device interface can implement a short range communication protocol, such as a near-field communication (NFC) protocol used for mobile wallet applications. NFC is typically used for communication distances of 4 cm or less. In addition, a wired communication interface, such as a docking station, can be integrated into the gaming device, such as **604**. The wired communication interface can be configured to provide communications between the gaming device **604** and the mobile device and/or providing power to the mobile device.

The gaming device **604** can include one or more each of value input devices **616** and value output device **618**. The value input devices **616** can be used to deposit cash or indicia of credit onto the gaming device. The cash or indicia of credit can be used to make wagers on games played on the gaming device **604**. Examples of value input devices **616** include but are not limited to a magnetic-striped card or smart card reader, a bill and/or ticket acceptor, a network interface for downloading credits from a remote source, a wireless communication interface for reading credit data from nearby devices and a coin acceptor. A few examples of value input devices are shown in FIG. 7.

The value output devices can be used to dispense cash or indicia of credit from the gaming device **604**. Typically, the indicia of credit can be exchanged for cash. For instance, the indicia of credit can be exchanged at a cashier station or at a redemption station. Examples of value output devices can include a network interface for transferring credits into a remote account, a wireless communication interface that can be used with a mobile device implementing mobile wallet application, a coin hopper for dispensing coins or tokens, a bill dispenser, a card writer, a printer for printing tickets or cards redeemable for cash or credits. Another type of value

output device is a merchandise dispenser, which can be configured to dispense merchandise with a tangible value from a gaming device. A few examples of value output devices are shown in FIG. 7.

The combination of value input devices **616** and value output devices **618** can vary from device to device. In some embodiments, a gaming device **604** may not include a value input device or a value output device. For instance, a thin-client gaming device used in a mobile gaming application may not include a value input device and a value output device. Instead, a remote account can be used to maintain the credits won or lost from playing wager-based games via the mobile device. The mobile device can be used to access the account and affect the account balance via game play initiated on the mobile device. Credits can be deposited or withdrawn from the remote account via some mechanism other than via the mobile device interface.

In yet other embodiments, the gaming device **604** can include one or more secondary controllers **619**. The secondary controllers can be associated with various peripheral devices coupled to the gaming device, such as the value input devices and value output devices described in the preceding paragraphs. As another example, the secondary controllers can be associated with peripheral devices associated with the player interface **608**, such as input devices, video displays, electro-mechanical displays and a player tracking unit. In some embodiments, the secondary controllers can receive instructions and/or data from and provide responses to the game controller **606**. The secondary controller can be configured to interpret the instructions and/or data from the game controller **606** and control a particular device according to the received instructions and/or data. For instance, a print controller may receive a print command with a number of parameters, such as a credit amount and in response print a ticket redeemable for the credit amount. In another example, a touch screen controller can detect touch inputs and send information to the game controller **606** characterizing the touch input.

In a particular embodiment, a secondary controller can be used to control a number of peripheral devices independently of the game controller **606**. For instance, a player tracking unit can include one or more of a video display, a touch screen, card reader, network interface or input buttons. A player tracking controller can control these devices to provide player tracking services and bonusing on the gaming device **604**. In alternate embodiments, the game controller **604** can control these devices to perform player tracking functions. An advantage of performing player tracking functions via a secondary controller, such as a player tracking controller, is that since the player tracking functions don't involve controlling the wager-based game, the software on the player tracking unit can be developed modified via a less lengthy and regulatory intensive process than is required for software executed by the game controller **606**, which does control the wager-based game. In general, using a secondary controller, certain functions of the gaming device **604** that are not subject to as much regulatory scrutiny as the game play functions can be decoupled from the game controller **606** and implemented on the secondary controller instead. An advantage of this approach, like for the player tracking controller, is that software approval process for the software executed by the secondary controller can be less intensive than the process needed to get software approved for the game controller.

A mass storage unit(s) **620**, such as a device including a hard drive, optical disk drive, flash memory or some other memory storage technology can be used to store applications

and data used and/or generated by the gaming device **604**. For instance, a mass storage unit, such as **620**, can be used to store gaming applications executed by the game controller **606** where the gaming device **604** can be configured to receive downloads of game applications from remote devices, such as server **602**. In one embodiment, the game controller **606** can include its own dedicated mass storage unit. In another embodiment, critical data, such as game history data stored in the power-hit tolerant memory **630** can be moved from the power-hit tolerant memory **630** to the mass storage unit **620** at periodic intervals for archival purposes and to free up space in the power-hit tolerant memory **630**.

The gaming device **604** can include security circuitry **622**, such as security sensors and circuitry for monitoring the sensors. The security circuitry **622** can be configured to operate while the gaming device is receiving direct power and operational to provide game play as well as when the gaming device is uncoupled from direct power, such as during shipping or in the event of a power failure. The gaming device **604** can be equipped with one or more secure enclosures, which can include locks for limiting access to the enclosures. One or more sensors can be located within the secure enclosures or coupled to the locks. The sensors can be configured to generate signals that can be used to determine whether secure enclosures have been accessed, locks have been actuated or the gaming device **604**, such as a mobile device has been moved to an unauthorized area. The security monitoring circuitry can be configured to generate, store and/or transmit error events when the security events, such as accessing the interior of the gaming device, have occurred. The error events may cause the game controller **606** to place itself in a “safe” mode where no game play is allowed until the error event is cleared.

The server **602** can be configured to provide one or more functions to gaming devices or other servers in a gaming system **600**. The server **602** is shown performing a number of different functions. However, in various embodiments, the functions can be divided among multiple servers where each server can communicate with a different combination of gaming devices. For instance, player interface support **636** and gaming device software **638** can be provided on a first server, progressives can be provided on a second server, loyalty program functions **640** and accounting **648** can be provided on a third server, linked gaming **644** can be provided on a fourth server, cashless functions **646** can be provided on a fifth server and security functions **650** can be provided on a sixth server. In this example, each server can communicate with a different combination of gaming devices because each of the functions provided by the servers may not be provided to every gaming device in the gaming system **600**. For instance, the server **602** can be configured to provide progressive gaming functions to gaming devices **604**, **652** and **656** but not gaming device **654**. Thus, the server **602** may not communicate with the mobile gaming device **654** if progressive functions are not enabled on the mobile gaming device at a particular time.

Typically, each server can include an administrator interface that allows the functions of a server, such as **602**, to be configured and maintained. Each server **602** can include a processor and memory. In some embodiments, the servers, such as **602**, can include a game controller with components, such as but not limited to a power-hit tolerant memory **630**, a trusted memory **632** and an RNG **634** described with respect to gaming device **604**. The servers can include one or more network interfaces on which wired or wireless communication protocols can be implemented. Next, some

possible functions provided by the server **602** are described. These functions are described for the purposes of illustration only and are not meant to be limiting.

The player interface support **636** can be used to serve content to gaming devices, such as **604**, **652**, **654** and **656**, remote to the server. The content can include video and audio content that can be output on one of the player interfaces, such as **608**, **652a**, **654a** and **656a**. Further, the content can be configured to utilize unique features of a particular player interface, such as video displays, wheels or reels, if the particular player interface is so equipped.

In one embodiment, via the player interface support, content can be output to all or a portion of a primary video display that is used to output wager-based game outcomes on a player interface associated with a gaming device. For instance, a portion of the primary display can be allocated to providing a “service window” on the primary video display where the content in the service window is provided from a server remote to the gaming device. In particular embodiments, the content delivered from the server to a gaming device as part of the player interface support **636** can be affected by inputs made on the gaming device. For instance, the service window can be generated on a touch screen display where inputs received via the service window can be sent back to server **602**. In response, to the received inputs, the server **602** can adjust the content that is displayed on the remote gaming device that generated the inputs.

If a player’s identity is known, then the player interface support **636** can be used to provide custom content to a remote gaming device, such as **604**. For instance, a player can provide identification information, such as information indicating their membership in a loyalty program, during their utilization of a gaming device. The custom content can be selected to meet the identified player’s interests. In one embodiment, the player’s identity and interests can be managed via a loyalty program, such as via a loyalty program account associated with loyalty function **640**. The custom content can include notifications, advertising and specific offers that are determined to be likely of interest to a particular player.

The gaming device software function **638** can be used to provide downloads of software for the game controller and/or second controllers associated with peripheral devices on a gaming device. For instance, the gaming device software **638** may allow an operator and/or a player to select a new game for play on a gaming device. In response to the game selection, the gaming device software function **638** can be used to download game software that allows a game controller to generate the selected game. In another example, in response to determining that a new counterfeit bill is being accepted by bill acceptors in the gaming system **600**, the gaming device software function **638** can be used to download a new detection algorithm to the bill acceptors that allow the counterfeit bill to be detected.

The progressive gaming function **642** can be used to implement progressive game play on one or more gaming devices. In progressive game play, a portion of wagers associated with the play of a progressive game is allocated to a progressive jackpot. A group of gaming devices can be configured to support play of the progressive game and contribute to the progressive jackpot. In various embodiments, the gaming devices contributing to a progressive jackpot may be a group of gaming devices collocated near one another, such as a bank of gaming machines on a casino floor, a group of gaming devices distributed throughout a single casino, or group of gaming devices distributed throughout multiple casinos (e.g., a wide area progressive).

The progressive gaming function **642** can be used to receive the jackpot contributions from each of the gaming devices participating in the progressive game, determine a current jackpot and notify participating gaming devices of the current progressive jackpot amount, which can be displayed on the participating gaming devices if desired.

The loyalty function **640** can be used to implement a loyalty program within a casino enterprise. The loyalty function **640** can be used to receive information regarding activities within a casino enterprise including gaming and non-gaming activities and associate the activities with particular individuals. The particular individuals can be known or may be anonymous. The loyalty function **640** can be used to store a record of the activities associated with the particular individuals as well as preferences of the individuals if known. Based upon the information stored with the loyalty function **640** comps (e.g., free or discounted services including game play), promotions and custom contents can be served to the particular individuals.

The linked gaming function **644** can be used to provide game play activities involving player participating as a group via multiple gaming devices. An example, a group of player might be competing against one another as part of a slot tournament. In another example, a group of players might be working together in attempt to win a bonus that can be shared among the players.

The cashless function **646** can enable the redemption and the dispensation of cashless instruments on a gaming device. For instance, via the cashless function, printed tickets, serving as a cashless instrument, can be used to transfer credits from one gaming device to another gaming device. Further, the printed tickets can be redeemed for cash. The cashless function can be used to generate identifying information that can be stored to a cashless instrument, such as a printed ticket, that allows the instrument to later be authenticated. After authentication, the cashless instrument can be used for additional game play or redeemed for cash.

The accounting function can receive transactional information from various gaming devices within the gaming system **600**. The transactional information can relate to value deposited on each gaming device and value dispensed from each gaming device. The transactional information, which can be received in real-time, can be used to assess the performance of each gaming device as well as an overall performance of the gaming system. Further, the transactional information can be used for tax and auditing purposes.

The security function **650** can be used to combat fraud and crime in a casino enterprise. The security function **650** can be configured to receive notification of a security event that has occurred on a gaming device, such as an attempt at illegal access. Further, the security function **650** can receive transactional data that can be used to identify if gaming devices are being utilized in a fraudulent or unauthorized manner. The security function **650** can be configured to receive, store and analyze data from multiple sources including detection apparatus located on a gaming device and detection apparatus, such as cameras, distributed throughout a casino. In response to detecting a security event, the security function **650** can be configured to notify casino personnel of the event. For instance, if a security event is detected at a gaming device, a security department can be notified. Depending on the security event, one or more team members of the security department can be dispatched to the vicinity of the gaming device. Next, a perspective diagram of a slot-type gaming device that can include all or a portion of the components described with respect to gaming device **604** is described.

FIG. 7 shows a perspective drawing of a gaming device **700** in accordance with the described embodiments. The gaming device **700** is example of what can be considered a “thick-client.” Typically, a thick-client is configurable to communicate with one or more remote servers but provides game play, such as game outcome determination, independent of the remote servers. In addition, a thick-client can be considered as such because it includes cash handling capabilities, such as peripheral devices for receiving cash, and a secure enclosure within the device for storing the received cash. In contrast, thin-client device, such as a mobile gaming device, may be more dependent on a remote server to provide a component of the game play on the device, such as game outcome determination, and/or may not include peripheral devices for receiving cash and an associated enclosure for storing it.

Many different configurations are possible between thick and thin clients. For instance, a thick-client device, such as **700**, deployed in a central determination configuration, may receive game outcomes from a remote server but still provide cash handling capabilities. Further, the peripheral devices can vary from gaming device to gaming device. For instance, the gaming device **700** can be configured with electro-mechanical reels to display a game outcome instead of a video display, such as **710**. Thus, the features of gaming device **700** are described for the purposes of illustration only and are not meant to be limiting.

The gaming device **700** can include a main cabinet **702**. The main cabinet **702** can provide a secure enclosure that prevents tampering with the device components, such as a game controller (not shown) located within the interior of the main cabinet and cash handling devices including a coin acceptor **720**, a ticket printer **726** and a bill acceptor **718**. The main cabinet can include an access mechanism, such as door **704**, which allows an interior of the gaming device **700** to be accessed. The actuation of the door **704** can be controlled by a locking mechanism, such as lock **716**. The lock **716**, the door **704** and the interior of the main cabinet **702** can be monitored with security sensors for detecting whether the interior has been accessed. For instance, a light sensor can be provided to detect a change in light-level in response to the door **704** being opened.

The interior of the main cabinet **700** can include additional secure enclosure, which can also be fitted with locking mechanisms. For instance, the game controller, such as game controller **606**, shown in FIG. 6, can be secured within a separate locked enclosure. The separate locked enclosure for the game controller may allow maintenance functions to be performed on the gaming device, such as emptying a drop box for coins, emptying a cash box or replacing a device, while preventing tampering with the game controller. Further, in the case of device with a coin acceptor, **720**, the separate enclosure can protect the electronics of the game controller from potentially damaging coin dust.

A top box **706** can be mounted to the top of the main cabinet **702**. A number of peripheral devices can be coupled to the top box **706**. In FIG. 7, a display device **708** and a candle device **714** are mounted to the top box **706**. The display device **708** can be used to display information associated with game play on the gaming device **700**. For instance, the display device **708** can be used to display a bonus game presentation associated with the play of a wager-based game (One or more bonus games are often features of many wager-based games). In another example, the display device **708** can be used to display information associated with a progressive game, such as one or more progressive jackpot amounts. In yet another example, the

display device **708** can be used to display an attract feature that is intended to draw a potential player's attention to the gaming device **700** when it is not in use.

The candle device **714** can include a number of lighting elements. The lighting elements can be lit in different patterns to draw attention to the gaming device. For instance, one lighting pattern may indicate that service is needed at the gaming device **700** while another light pattern may indicate that a player has requested a drink. The candle device **714** is typically placed at the top of gaming device **700** to increase its visibility. Other peripheral devices, including custom bonus devices, such as reels or wheels, can be included in a top box **706** and the example in FIG. 7 is provided for illustrative purposes only. For instance, some of the devices coupled to the main cabinet **702**, such as printer **726**, can be located in a different top box configuration.

The gaming device **700** provides a player interface that allows the play of a game, such as wager-based game. In this embodiment, the player interface includes 1) a primary video display **710** for outputting video images associated with the game play, 2) audio devices, such as **722**, for outputting audio content associated with game play and possibly casino operations, 3) an input panel **712** for at least providing game play related inputs and 4) a secondary video display **708** for outputting video content related to the game play (e.g., bonus material) and/or the casino enterprise (e.g., advertising). In particular embodiments, one or both of the video displays, **708** and **710**, can be equipped with a touch screen sensor and associated touch screen controller, for detecting touch inputs, such as touch inputs associated with the play of a game or a service window output to the display device.

The input panel **712** can include a number of electro-mechanical input buttons, such as **730**, and/or touch sensitive surfaces. For instance, the input panel can include a touch screen equipped video display to provide a touch sensitive surface. In some embodiments, the functions of the electro-mechanical input buttons can be dynamically reconfigurable. For instance, the function of the electro-mechanical input buttons may be changed depending on the game that is being played on the gaming device. To indicate function changes, the input buttons can each include a configurable display, such as an e-ink or a video display for indicating the function of button. The output of the configurable display can be adjusted to account for a change in the function of the button.

The gaming device **700** includes a card reader **728**, a printer **726**, a coin acceptor **720**, a bill and/or ticket acceptor **720** and a coin hopper (not shown) for dispensing coins to a coin tray **732**. These devices can provide value input/output capabilities on the gaming device **700**. For instance, the printer **726** can be used to print out tickets redeemable for cash or additional game play. The tickets generated by printer **726** as well as printers on other gaming devices can be inserted into bill and ticket acceptor **718** to possibly add credits to the gaming device **700**. After the ticket is authenticated, credits associated with the ticket can be transferred to the gaming device **700**.

The device **718** can also be used to accept cash bills. After the cash bill is authenticated, it can be converted to credits on the gaming device and used for wager-based game play. The coin acceptor **720** can be configured to accept coins that are legal tender or tokens, such as tokens issued by a casino enterprise. A coin hopper (not shown) can be used to dispense coins that are legal tender or tokens into the coin tray **732**.

The various aspects, embodiments, implementations or features of the described embodiments can be used separately or in any combination. Various aspects of the described embodiments can be implemented by software, hardware or a combination of hardware and software. The computer readable medium is any data storage device that can store data which can thereafter be read by a computer system. Examples of the computer readable medium include read-only memory, random-access memory, CD-ROMs, DVDs, magnetic tape and optical data storage devices. The computer readable medium can also be distributed over network-coupled computer systems so that the computer readable code is stored and executed in a distributed fashion.

The foregoing description, for purposes of explanation, used specific nomenclature to provide a thorough understanding of the invention. However, it will be apparent to one skilled in the art that the specific details are not required in order to practice the invention. Thus, the foregoing descriptions of specific embodiments of the present invention are presented for purposes of illustration and description. They are not intended to be exhaustive or to limit the invention to the precise forms disclosed. It will be apparent to one of ordinary skill in the art that many modifications and variations are possible in view of the above teachings.

The embodiments were chosen and described in order to best explain the principles of the invention and its practical applications, to thereby enable others skilled in the art to best utilize the invention and various embodiments with various modifications as are suited to the particular use contemplated. It is intended that the scope of the invention be defined by the following claims and their equivalents.

While the embodiments have been described in terms of several particular embodiments, there are alterations, permutations, and equivalents, which fall within the scope of these general concepts. It should also be noted that there are many alternative ways of implementing the methods and apparatuses of the present embodiments. It is therefore intended that the following appended claims be interpreted as including all such alterations, permutations, and equivalents as fall within the true spirit and scope of the described embodiments.

The invention is claimed as follows:

1. A system comprising:

a processor; and

a memory device that stores a plurality of instructions that, when executed by the processor after a mobile device receives first data associated with a virtual player tracking card accessible via a mobile device application of the mobile device and then responsive to receiving second, different data associated with a player initiated verification of the virtual player tracking card, cause the processor to cause a bezel to indicate receipt of a physical player tracking card when no physical player tracking card is inserted in a card reader, wherein the second, different data associated with the player initiated verification of the virtual player tracking card is associated with a virtual player tracking card personal identification number determined, independent of any electronic gaming machine, prior to the mobile device receiving first data associated with the virtual player tracking card.

2. The system of claim 1, wherein the second data is received in association with a service window displayed by a display device associated with the system.

3. The system of claim 1, wherein the memory device stores a plurality of further instructions that, when executed by the processor responsive to a determination of a card out

23

event, cause the bezel to cease indicating receipt of any physical player tracking card.

4. The system of claim 1, wherein the first data comprises at least one of: a virtual player tracking card identifier and a virtual player tracking card password.

5. The system of claim 1, wherein the second data is received in association with an optical machine readable code displayed by a display device of the mobile device.

6. The system of claim 1, wherein the second data is received from the mobile device.

7. The system of claim 1, wherein the processor comprises a controller of a peripheral device.

8. The system of claim 7, wherein the peripheral device comprises a player tracking unit.

9. The system of claim 1, wherein the bezel comprises a bezel of a player tracking unit.

10. A system comprising:

a processor; and

a memory device that stores a plurality of instructions that, when executed by the processor after a mobile device receives first data associated with a virtual player tracking card accessible via a mobile device application of the mobile device and then responsive to receiving, via a remote host controlled service window displayed by a display device, second, different data associated with a player initiated verification of the virtual player tracking card, cause the processor cause a communication of data associated with an occurrence of a log-in event in association with the virtual player tracking card, wherein the second, different data associated with the player initiated verification of the virtual player tracking card is associated with a virtual player tracking card personal identification number determined, independent of any electronic gaming machine, prior to the mobile device receiving first data associated with the virtual player tracking card.

11. The system of claim 10, wherein the processor comprises a controller of a player tracking unit and the display device comprises a display device of the player tracking unit.

24

12. A method of operating a system, the method comprising:

after a mobile device receives first data associated with a virtual player tracking card accessible via a mobile device application of the mobile device and then responsive to receiving second, different data associated with a player initiated verification of the virtual player tracking card, causing, by a processor, a bezel to indicate receipt of a physical player tracking card when no physical player tracking card is inserted in a card reader, wherein the second, different data associated with the player initiated verification of the virtual player tracking card is associated with a virtual player tracking card personal identification number determined, independent of any electronic gaming machine, prior to the mobile device receiving first data associated with the virtual player tracking card.

13. The method of claim 12, wherein the second data is received in association with a service window displayed by a display device associated with the system.

14. The method of claim 12, further comprising, responsive to a determination of a card out event, causing, by the processor, the bezel to cease indicating receipt of any physical player tracking card.

15. The method of claim 12, wherein the first data comprises at least one of: a virtual player tracking card identifier and a virtual player tracking card password.

16. The method of claim 12, wherein the second data is received in association with an optical machine readable code displayed by a display device of the mobile device.

17. The method of claim 12, wherein the second data is received from the mobile device.

18. The method of claim 12, wherein the system comprises a peripheral device associated with an electronic gaming machine.

19. The method of claim 18, wherein the peripheral device comprises a player tracking unit.

20. The method of claim 12, wherein the bezel comprises a bezel of a player tracking unit.

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